# UC Irvine

**LAUC-I and Library Staff Research**

**Title**
Chatting via QWIDGET: Does the Interface Make a Difference?

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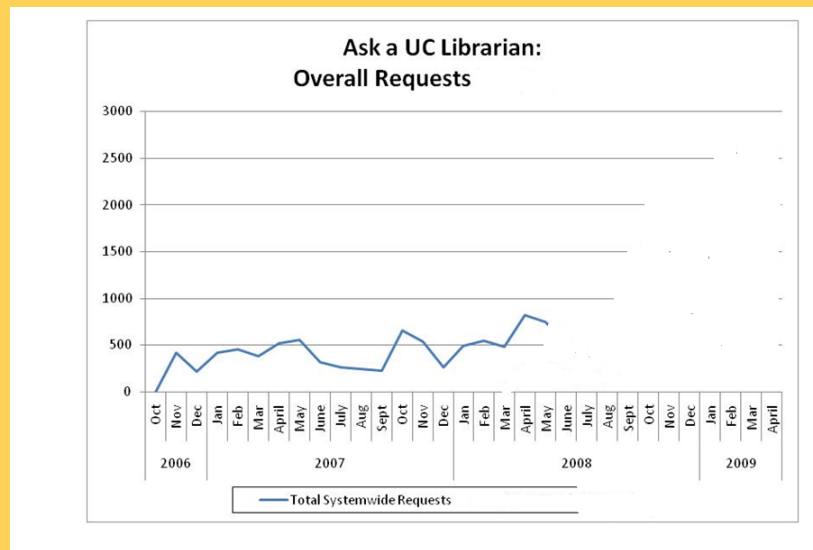https://escholarship.org/uc/item/9pg3q9w9

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**Publication Date**
2009-09-10

# Chatting Via QWIDGET:
# Does the Interface Make a Difference?

### Ask a UC Librarian: Overall Requests



October 2006: University of California Libraries begin to provide digital reference via OCLC's QuestionPoint: Use of the service = steady growth

### Ask a UC Librarian: Overall Requests & Qwidget
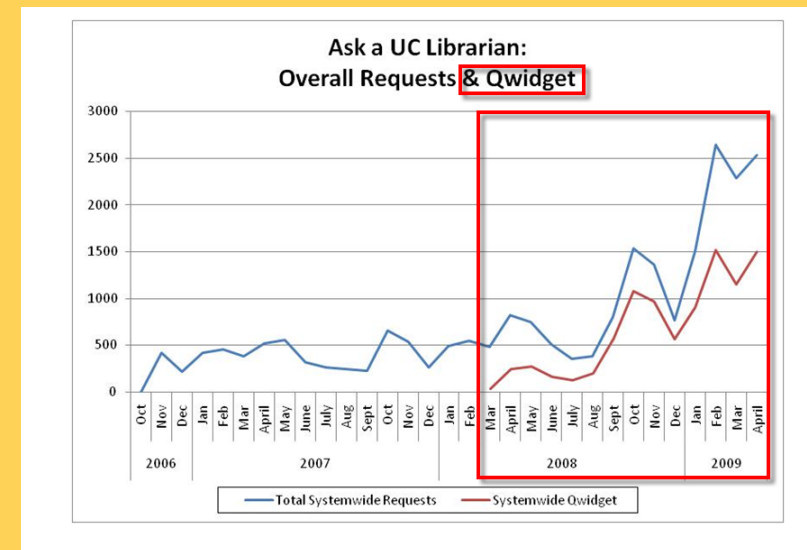


March 2008: We start to use the Qwidget from QuestionPoint.
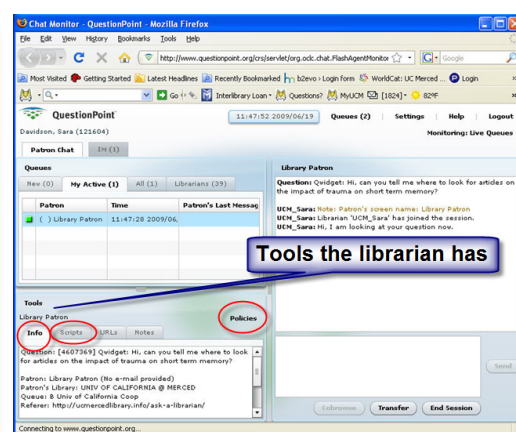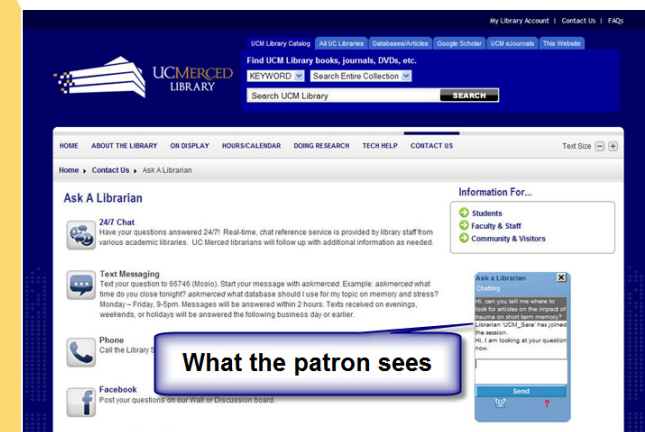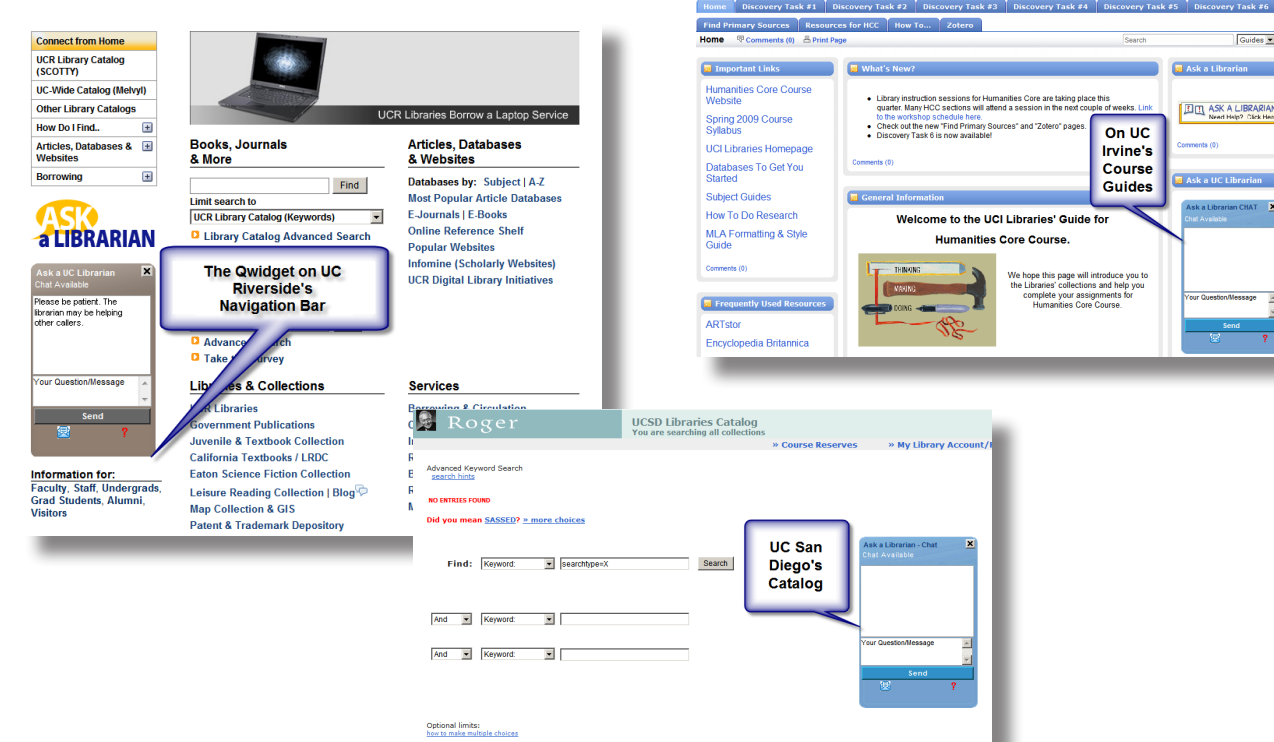Chat use skyrockets!

## ASK a UC LIBRARIAN

PRESENTERS:

Cynthia Johnson, University of California, Irvine; Ken Furuta, University of California, Riverside; Sara Davidson, University of California, Merced; Penny Coppernoll-Blach, University of California, San Diego
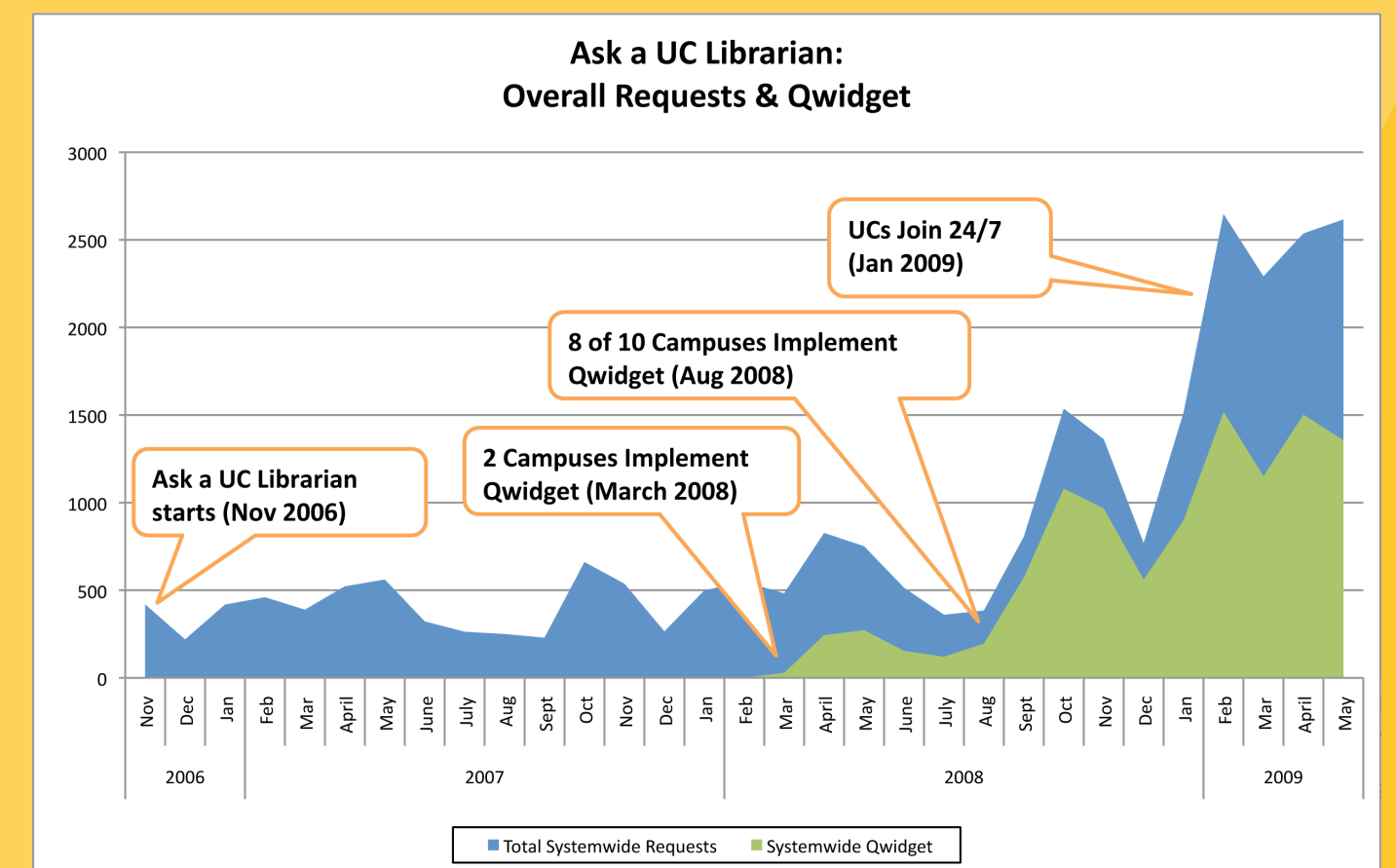
## Why the Dramatic Increase?

### Easy for the Patron; Librarian still has Questionpoint Tools



What the patron sees

Tools the librarian has

### More chatty like Instant Message

BEFORE
access article author available book campus check class computer connect copy database due finding found hello help hi home id information journal jstor library looking online paper pin please read reference renew request research reserve science search sources specifically student thank uc vpn web wondering writing

AFTER
access article available book campus card check class computer copy database finding hello help hi im information journal jstor library looking name online open page paper password please question request research reserve room science search sources student study thanks today uc website wondering work

### The Qwidget can go anywhere!



The Qwidget on UC Riverside's Navigation Bar

On UC Irvine's Course Guides

UC San Diego's Catalog

## How does the Qwidget impact the UC Digital Reference today? Still going strong:

### Ask a UC Librarian: Overall Requests & Qwidget



UCs Join 24/7 (Jan 2009)

8 of 10 Campuses Implement Qwidget (Aug 2008)

Ask a UC Librarian starts (Nov 2006)

2 Campuses Implement Qwidget (March 2008)

Total Systemwide Requests   Systemwide Qwidget